2019
US Labor Savings
Report for IT

CREATING VALUE WITH NEARSHORE OUTSOURCING FROM COSTA RICA

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CONSULTING & OUTSOURCING

Given the great success Auxis has experienced with multiple North American organizations that have outsourced their IT Operations to our Nearshore Delivery Center in Costa Rica, we believed it was worth spreading the word to other companies that could benefit from this growing model.

It's not a secret that the United States is a high-cost, competitive labor market. The objective of this report is to provide business executives with a more detailed cost comparison of US labor costs vs. Auxis Costa Rica for the Technology positions that would typically be outsourced. You will find the savings opportunity to be significant, in addition to other key drivers for nearshoring, including better access to specialized talent and greater focus on value-creation activities.

We welcome the opportunity to discuss your current IT support model and how nearshore outsourcing can best apply to your organization.

Alvaro Prieto
Co-Founder & Sr Managing Director
IT Services

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WHY IT OUTSOURCING?

The CIO Challenge

Finding the Right Balance between Business Innovation & Operational Excellence

With digital transformation well under way, CIOs and IT executives are under increasing pressure to expand their roles into business strategy responsibilities, identifying new areas of growth and playing hand in driving profitability.

As IT leaders settle into their new "strategist" role, **80% of CIOs still agree that it's challenging to find the right balance between business innovation and operational excellence**, according to IDG's 2019 State of the CIO Survey. In addition to this juggling act, finding the right skills to support digital transformation and other elements of the IT agenda such as cloud and security are also a continuing problem for many IT shops.

In order to overcome these challenges and position themselves for success, CIOs have been increasingly transforming their traditional IT support models to become more agile, cost-effective and innovative. Outsourcing has played a key role in this transformation and continues to gain popularity for both enterprise and mid market organizations.

> "By 2020, **75%** of organizations will experience visible business disruptions due to IT skills gaps, which is an increase from less than 20% in 2016"
>
> - Gartner

Nearshore Outsourcing

Paving the Way to a Modern IT Organization

Outsourcing has proven to be a successful method for organizations across all sizes and industries to achieve cost and process efficiencies from their back office operations. Managed Services has become the de facto model for Fortune 500 organizations to help deal with the challenges previously mentioned.

Organizations are relying on their outsourcing providers to bring automation, new technologies and best practices to drive greater productivity efficiencies. This shift has allowed their internal IT teams to become better business partners by enabling focus on digital transformation and staying relevant on the latest trends for their specific industry.

In order for outsourcing to work well, Auxis firmly believes in the strategic advantages of Nearshoring vs. Offshoring. Over the last two decades, Latin America has emerged as a major destination with over 25% of global outsourcing destinations now located in the region. This rise has been driven by a combination of geographic proximity, cultural affinity, cost attractiveness and quality labor pool.

> "IT is the largest user of outsourcing, with **94%** of organizations using at least some for applications management and infrastructure, and **62%** of organizations looking to increase its reliance on ITO"
>
> - 2017 KPMG State of the Outsourcing, Shared Services & Operations Industry

Costa Rica

The Premier Alternative for IT Outsourcing Operations

San Jose, Costa Rica has been consistently recognized as the number one nearshore destination for North American organizations by multiple research firms, including Tholons and A.T. Kearney. Starting in 1996 with Intel, Costa Rica has become a main hub for nearshore outsourcing support operations with leading enterprises such as Amazon, Cargill, DHL, Equifax, 3M, and Walmart choosing to place their back office operations in the country. Costa Rica is the number one country in English Proficiency in Latin America, which has led to almost 100% of the employees in multinational companies being local citizens.

Given the great advantages of Costa Rica as a services destination, in 2009 Auxis opened its Global Delivery Center in San Jose. Its goal: to serve the increasing nearshore outsourcing demand of organizations in the Americas looking to improve their back office efficiency without having to deal with the service, language, and cultural barriers associated with Asia-based models.

Global leading organizations such as **Amazon, IBM, HP, DHL, Equifax, Procter & Gamble, 3M and Walmart** have established their back office operations in Costa Rica

38%-48%
average savings in transactional IT positions

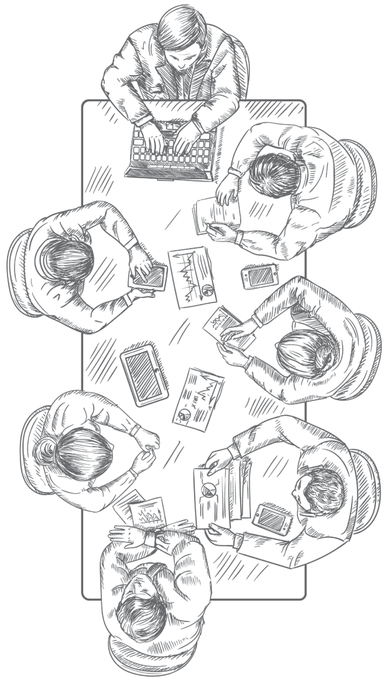
US vs. Costa Rica Labor Costs

Our report shows that organizations with IT departments in the US should expect to save on average **38%-48%** in labor costs by outsourcing transactional IT roles to Costa Rica. This average includes positions as help desk, data security analyst, network and systems engineer.

The real savings opportunity for your organization will vary depending on where your finance organization is currently located in the United States. For example, high labor cost markets such as San Francisco and New York will provide average savings of over **55%**, whereas lower labor cost markets such as Atlanta or Miami will provide lower savings in the range of **43%** to **52%**.

The cost details and savings per position can be found in the next section.

US LABOR COST COMPARISON VS. AUXIS COSTA RICA



Technology Positions Included in the Analysis

For the purpose of providing a labor cost comparison of the US vs. Costa Rica, we selected key positions in the General Accounting, Accounts Receivable, Accounts Payable, and Payroll areas that are representative of the most common IT roles that are typically migrated to outsourcing providers:

HELP DESK & TECHNICAL SUPPORT

- Help Desk Tier 1
- Help Desk Tier 2
- Help Desk Supervisor
- IT Manager
- Technical Writer

SOFTWARE DEVELOPMENT

- Developer Analyst
- Lead Developer
- Software Engineer
- Applications Architect
- QA Analyst
- Database Administrator

NETWORK

- NOC Technician
- Network Engineer
- Systems Engineer

SECURITY

- Systems/Network Security Admin
- Network Security Engineer
- Data Security Analyst

IT PROJECT MANAGER

US Labor Costs

In order to calculate the labor cost per position in the US, annual salaries from the ***Robert Half 2019 Technology Professionals***[1] were used, taking the salary range between the 50th and the 75th percentiles. Bonuses, benefits and other forms of compensation are not factored into these salaries.

The percentiles definition according to Robert Half Salary Guide is explained as follows:

25th PERCENTILE — The lowest percentile most often fits candidates who are new to the role and still developing their skills. The role may be in a market with low competition for talent or in a smaller, less complex organization.

50th PERCENTILE — To start a candidate at the midpoint percentile, expect average experience and the necessary skills to get the job done. The role will likely be of average complexity or in a market where the competition for talent is moderate.

75th PERCENTILE — Higher-end starting salaries require a strong skill set and more experience than is typical. Candidates may have specialized certifications. The role may be fairly complex or in a market where the competition for talent is high.

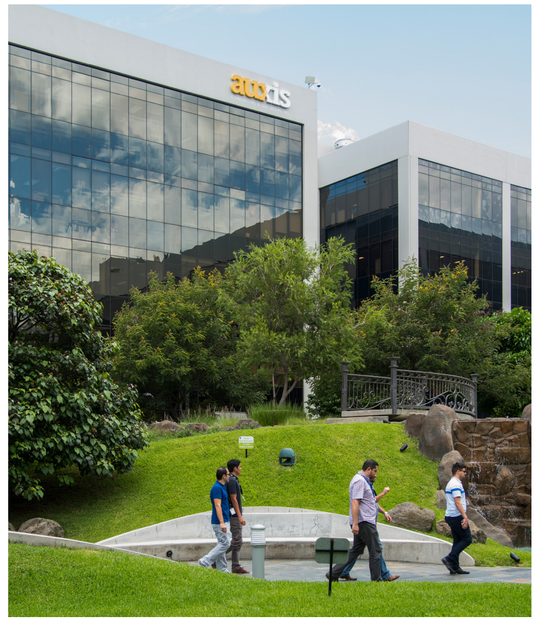
95th PERCENTILE — A significantly high level of relevant experience and expertise, including specialized certifications, can command a starting salary in the highest percentile. The role may be very complex or in a market where the competition for talent is extremely high.

1 Robert Half is the world's largest specialized staffing firm with more than 300 locations globally. They focus on placing highly skilled accounting and finance professionals with organizations of all sizes and talent needs. The salary ranges provided in the 2019 Salary Guide are based on the tens of thousands of placements Robert Half has made and actual salaries companies are paying to land top talent. To download a full copy of the report visit: https://www.roberthalf.com/salary-guide/technology.

Costa Rica Labor Costs

In the case of Costa Rica, the total labor cost per position was calculated by using the most current Auxis Costa Rica salaries, which are competitive with the services market in the country.

On top of salaries, the total cost already includes all local taxes and regulatory requirements, benefits, and Auxis' margin to customers for the provision of our outsourcing services.



Total Average Cost for a Technology Professional in the US is between **$125K to $148K**

On top of the annual salaries, Auxis included an estimate of the benefits load of 25%, in addition to office space cost, in order to get a fully-loaded view of the total cost per employee in the US.

	Robert Half 2019 US Salaries		Benefits (25%)		Office Space	Total Cost	
HELP DESK & TECHNICAL SUPPORT	50th	75th	50th	75th		50th	75th
Help Desk Tier 1	$38,750	$46,000	$9,688	$11,500	$6,453	$54,891	$63,953
Help Desk Tier 2	$45,750	$54,750	$11,438	$13,688	$6,453	$63,641	$74,891
Help Desk Tier 3	$58,500	$70,000	$14,625	$17,500	$6,453	$79,578	$93,953
IT Manger	$98,500	$117,750	$24,625	$29,438	$6,453	$129,578	$153,641
Technical Writer	$65,500	$79,750	$16,375	$19,938	$6,453	$88,328	$106,141
NETWORK							
NOC Technician	$62,500	$77,000	$15,625	$19,250	$6,453	$84,578	$102,703
Network Engineer	$108,750	$130,500	$27,188	$32,625	$6,453	$142,391	$169,578
Systems Engineer	$103,000	$123,250	$25,750	$30,813	$6,453	$135,203	$160,516
Database Administrator	$97,250	$116,750	$24,313	$29,188	$6,453	$128,016	$152,391
SOFTWARE DEVELOPMENT							
Developer Analyst	$104,500	$125,000	$26,125	$31,250	$6,453	$137,078	$162,703
Lead Developer	$125,000	$150,000	$31,250	$37,500	$6,453	$162,703	$193,953
Software Engineer	$124,500	$148,750	$31,125	$37,188	$6,453	$162,078	$192,391
Applications Architect	$135,750	$162,250	$33,938	$40,563	$6,453	$176,141	$209,266
QA Analyst	$74,250	$88,750	$18,563	$22,188	$6,453	$99,266	$117,391
SECURITY							
System/Network Security Admin	$112,250	$134,750	$28,063	$33,688	$6,453	$146,766	$174,891
Network Security Engineer	$118,000	$141,750	$29,500	$35,438	$6,453	$153,953	$183,641
Data Security Analyst	$125,250	$149,500	$31,313	$37,375	$6,453	$163,016	$193,328
IT PROJECT MANAGER	$111,500	$133,250	$27,875	$33,313	$6,453	$145,828	$173,016
Average Overall	***$94,972***	***$113,875***	***$23,743***	***$28,469***	***$6,453***	***$125,168***	***$148,797***
Average of Roles Below Manager	***$92,143***	***$110,518***	***$23,036***	***$27,629***	***$6,453***	***$121,632***	***$144,600***
Average of Manager Roles	***$107,417***	***$128,583***	***$26,854***	***$32,146***	***$6,453***	***$140,724***	***$167,182***

Office Space Cost Considerations

The office space cost per employee was calculated by taking the average asking rent per square foot for the Top 12 US metropolitan areas by GDP[2] from SquareFoot,[3] and using an estimate of 150 square foot per employee based on industry standards.

Based on these assumptions, the average office rent cost in the United States is $43 per square foot, totaling **$6,453** per employee per year. Details of the office rent cost for each of the 12 top cities can be found on the table on the right of this page.

2 Top 10 metropolitan areas were selected based on GDPs provided by the US Department of Commerce, Bureau of Economic Analysis. Office space cost calculation per metropolitan area was based on recent publicly commercial real estate leasing data provided by SquareFoot.

3 SquareFoot is a New York-based commercial real estate technology company that provides online real estate search and concierge services. For more information visit www.squarefoot.com

A CLOSER LOOK AT A

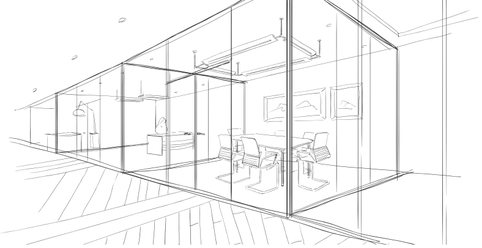
Network Engineer in the US

$120K + **$30K** + **$6.4K** = **$156K**

Network Engineer *Robert Half Salary (50th-75th midpoint)*

Benefit Load (25%)

Office Space Cost ($43/square foot)



Office Space for Top 12 US Cities

	Square Foot Costs	Office Space Costs
New York	$75	$11,250
Los Angeles	$37	$5,529
Chicago	$40	$6,000
Dallas	$27	$4,041
Washington	$41	$6,125
San Francisco	$74	$11,100
Houston	$30	$4,472
Philadelphia	$31	$4,628
Boston	$57	$8,475
Atlanta	$26	$3,825
Seattle	$41	$6,150
Miami - Fort Lauderdale	$39	$5,838
Average	**$43**	**$6,453**

Adjusting Salaries for your city

Starting salaries vary widely from city to city--cost of living, a scarcity of top talent and other factors can all have an impact. To customize compensation for your area, and to better compete for local talent, increase or decrease the national salary reported on previous pages by the percentage for your city. Market variances are reflective of all industries and professions.

Alabama

Birmingham	-5%
Huntsville	-6%
Mobile	-14%

Arizona

Phoenix	+15%
Tucson	+7%

Arkansas

Fayetteville	-5%
Little Rock	-5%

California

Fresno	-8%
Irvine	+30%
Los Angeles	+32%
Monterey	+15%
Oakland	+32%
Ontario	+20%
Sacramento	+6%
San Diego	+27%
San Francisco	+41%
San Jose	+38.5%
San Rafael	+32%
Santa Barbara	+27%
Santa Rosa	+22%
Stockton	-13%

Colorado

Boulder	+17.5%
Colorado Springs	-3.5%
Denver	+9%
Fort Collins	-2%
Greeley	-11%
Loveland	-5%
Pueblo	-17%

Connecticut

Hartford	+17%
New Haven	+12%
Stamford	+31%

Delaware

Wilmington	+5%

District of Columbia

Washington	+33%

Florida

Fort Meyers	-9%
Jacksonville	-4%
Melbourne	-9.5%
Miami Ft. Lauderdale	+6%
Orlando	+1%
St. Petersburg	-3%
Tampa	-0.5%
West Palm Beach	+2%

Georgia

Atlanta	+6%
Macon	-18%
Savannah	-15%

Hawaii

Honolulu	+7%

Idaho

Boise	-11%

Illinois

Chicago	+23.5%
Hoffman Estates	+12%
Naperville	+12%
Rockford	-15%

Indiana

Fort Wayne	-16%
Indianapolis	-3%

Iowa

Cedar Rapids	-6%
Davenport	-5%
Des Moines	+1%
Sioux City	-16%
Waterloo Cedar Falls	-13%

Kansas

Overland Park	+1%

Kentucky

Lexington	-8.5%
Louisville	-8%

Louisiana

Baton Rouge	-1%
New Orleans	-1%

Maine

Portland	-5%

Maryland

Baltimore	+3%

Massachusetts

Boston	+34%
Springfield	+1%

Michigan

Ann Arbor	+1%
Detroit	-1%
Grand Rapids	-14.5%
Kalamazoo	-20%
Lansing	-15%

Minnesota

Bloomington	+6.5%
Duluth	-20.4%
Minneapolis	+7%
Rochester	+2%
St. Cloud	-14%
St. Paul	+4%

Missouri

Kansas City	-0.5%
St. Joseph	-10%
St. Louis	+0.5%

Nebraska

Omaha	+0%

Nevada

Las Vegas	+2%
Reno	+1%

New Hampshire

Manchester	+12%
Nashua	+14%

New Jersey

Mount Laurel	+15%
Paramus	+30%
Princeton	+25%
Woodbridge	+26.5%

New Mexico

Albuquerque	-8.5%

New York

Albany	-4%
Buffalo	-6.5%
Long Island	+20%
New York	+40.5%
Rochester	-6.5%
Syracuse	-9.7%

North Carolina

Charolette	+2%
Greensboro	+0%
Raleigh	+4%

Ohio

Akron	-11%
Canton	-18%
Cincinnati	-2.5%
Cleveland	-4%
Columbus	-2%
Dayton	-13%
Toledo	-14.5%
Youngstown	-24%

Oklahoma

Oklahoma City	-7%
Tulsa	-7%

Oregon

Portland	+9%

Pennsylvania

Harrisburg	-5%
Philadelphia	+15%
Pittsburg	-2%

Rhode Island

Providence	+1.5%

South Carolina

Charleston	-5%
Columbia	-6.5%
Greenville	-6%

South Dakota

Sioux Falls	-16%

Tennessee

Chattanooga	-11%
Cool Springs	+0%
Knoxville	-11%
Memphis	-5%
Nashville	+1.5%

Texas

Austin	+9%
Dallas	+10%
El Paso	-28%
Fort Worth	+9%
Houston	+8%
Midland Odessa	+10%
San Antonio	+1%

Utah

Salt Lake City	+6%

Virginia

Norfolk Hampton Roads	-2%
Richmond	-1.5%
Tysons Corner	+32%

Washington

Seattle	+25%
Spokane	-18%

Wisconsin

Appleton	-15%
Green Bay	-13.5%
Madison	-1.5%
Milwaukee	+1%
Waukesha	+0%

33%-43% AVERAGE SAVINGS

FROM OUTSOURCING TO COSTA RICA

The average labor savings from outsourcing IT positions from the US to Costa Rica is **33%** to **43%** which is equivalent to **$42K** to **$66K** per head.

This calculation is based on the 50th-75th percentile range from Robert Half Salaries, and allocating the same weight to all levels of positions (e.g. Help Desk Agents, Network Engineers, Developers, Security Admins, etc.).

Lower-level positions tend to represent a higher savings percentage vs. the managerial roles. For example for a NOC Technician yields an average of savings of **$29K** to **$47K** vs. a Project Manager yielding an average of **$21K** to **$48K**.

Since the proportion of low-level positions in any back office operation is higher versus the supervisory and managerial roles, the overall outsourcing savings opportunity for an organization will usually be higher than the **33%** to **43%** range provided above. If we exclude the managerial roles from the average savings calculation, and only consider the positions below manager, the average savings increases to **38%** to **48%**.

50% price per help desk ticket difference between the US and Costa Rica

The average cost per ticket in a Help Desk Department located in US can range between **$17 - $19** per ticket. Whereas in Costa Rica the average cost is significantly lower at a range between **$11 - $13.** Considering an average handling time of 15 minutes per ticket and team structure consisting of 10% Supervisor, 20% Level 2 Agents, 100% Level 1 Agents and 10% Technical Writer/QA, the differences are significant.

Data Security Analysts and Lead Developers yield the highest savings per head:

Data Security Analyst
$97K - $127K

Lead Developer
$92K - $123K

Detailed Cost Comparison Per Position

The table below shows a more detailed comparison of the United States total cost vs. Costa Rica total cost, along with the potential dollar savings and percentage per position.

	Costa Rica Annual Cost	United States Annual Cost		Annual Savings ($)		Annual Savings (%)	
HELP DESK & TECHNICAL SUPPORT		50th	75th	50th	75th	50th	75th
Help Desk Tier 1	$38,000	$54,891	$63,953	$16,891	$25,953	31%	41%
Help Desk Tier 2	$43,000	$63,641	$74,891	$20,641	$31,891	32%	43%
Help Desk Tier 3	$66,000	$79,578	$93,953	$13,578	$27,953	17%	30%
IT Manger	$163,000	$129,578	$153,641	$33,422	$9,360	-26%	-6%
Technical Writer	$53,000	$88,328	$106,141	$35,328	$53,141	40%	50%
NETWORK							
NOC Technician	$56,000	$84,578	$102,703	$28,578	$46,703	34%	45%
Network Engineer	$86,000	$142,391	$169,578	$56,391	$83,578	40%	49%
Systems Engineer	$92,000	$135,203	$160,516	$43,203	$68,516	32%	43%
Database Administrator	$99,000	$128,016	$152,391	$29,016	$53,391	23%	35%
SOFTWARE DEVELOPMENT							
Developer Analyst	$48,000	$137,078	$162,703	$89,078	$114,703	65%	70%
Lead Developer	$71,000	$162,703	$193,953	$91,703	$122,953	56%	63%
Software Engineer	$109,000	$162,078	$192,391	$53,078	$83,391	33%	43%
Applications Architect	$120,000	$176,141	$209,266	$56,141	$89,266	32%	43%
QA Analyst	$58,000	$99,266	$117,391	$41,266	$59,391	42%	51%
SECURITY							
System/Network Security Admin	$92,000	$146,766	$174,891	$54,766	$82,891	37%	47%
Network Security Engineer	$107,000	$153,953	$183,641	$46,953	$76,641	30%	42%
Data Security Analyst	$66,000	$163,016	$193,328	$97,016	$127,328	60%	66%
IT PROJECT MANAGER	$125,000	$145,828	$173,016	$20,828	$48,016	14%	28%
Average Overall	***$82,889***	***$125,168***	***$148,797***	***$42,279***	***$65,908***	***33%***	***43%***
Average of Roles Below Manager	***$74,133***	***$122,057***	***$145,120***	***$47,924***	***$70,986***	***38%***	***48%***
Average of Manager Roles	***$126,667***	***$140,724***	***$167,182***	***$14,057***	***$40,516***	***9%***	***23%***

Annual Labor Savings Per Role

HELP DESK & TECHNICAL SUPPORT

Help Desk Tier 1	**$17K-$26K**
Help Desk Tier 2	**$21K-$32K**
Help Desk Supervisor	**$14K-$28K**
Technical Writer	**$35K-$53K**

SOFTWARE DEVELOPMENT

Developer Analyst	**$89K-$115K**
Lead Developer	**$92K-$123K**
Software Engineer	**$53K-$83K**
Applications Architect	**$56K-$90K**
QA Analyst	**$41K-$59K**

NETWORK

NOC Technician	**$29K-$47K**
Network Engineer	**$56K-$84K**
Systems Engineer	**$43K-$69K**
Database Administrator	**$29K-$53K**

SECURITY

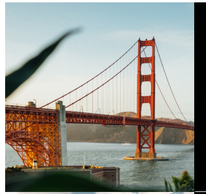
System/Network Security Admin	**$55K-$82K**
Network Security Engineer	**$47K-$77K**
Data Security Analyst	**$97K-$127K**

IT PROJECT MANAGER

Project Manager	**$21K-$48K**

Savings Highlights for Key Cities in the US

Depending on where the company's finance back office is located, labor savings will differ. Cities such as San Francisco and New York house high cost labor markets, which in turn provide greater average savings when compared to Costa Rica. See below the average annual savings for finance transactional roles among some of the top cities in the US:

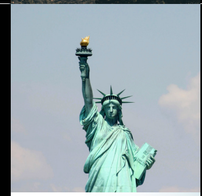


San Francisco
▼ 56%-63%
$100K-$132K
average savings per head

Los Angeles
▼ 54%-61%
$90K-$120K
average savings per head

Boston
▼ 54%-61%
$92K-$123K
average savings per head

Washington
▼ 54%-61%
$91K-$122K
average savings per head



New York
▼ 53%-60%
$95K-$128K
average savings per head

Seattle
▼ 51%-59%
$82K-$110K
average savings per head

Chicago
▼ 51%-58%
$80K-$108K
average savings per head

Philadelphia
▼ 48%-56%
$70K-$97K
average savings per head

Dallas
▼ 45%-54%
$64K-$90K
average savings per head

Houston
▼ 44%-53%
$62K-$87K
average savings per head

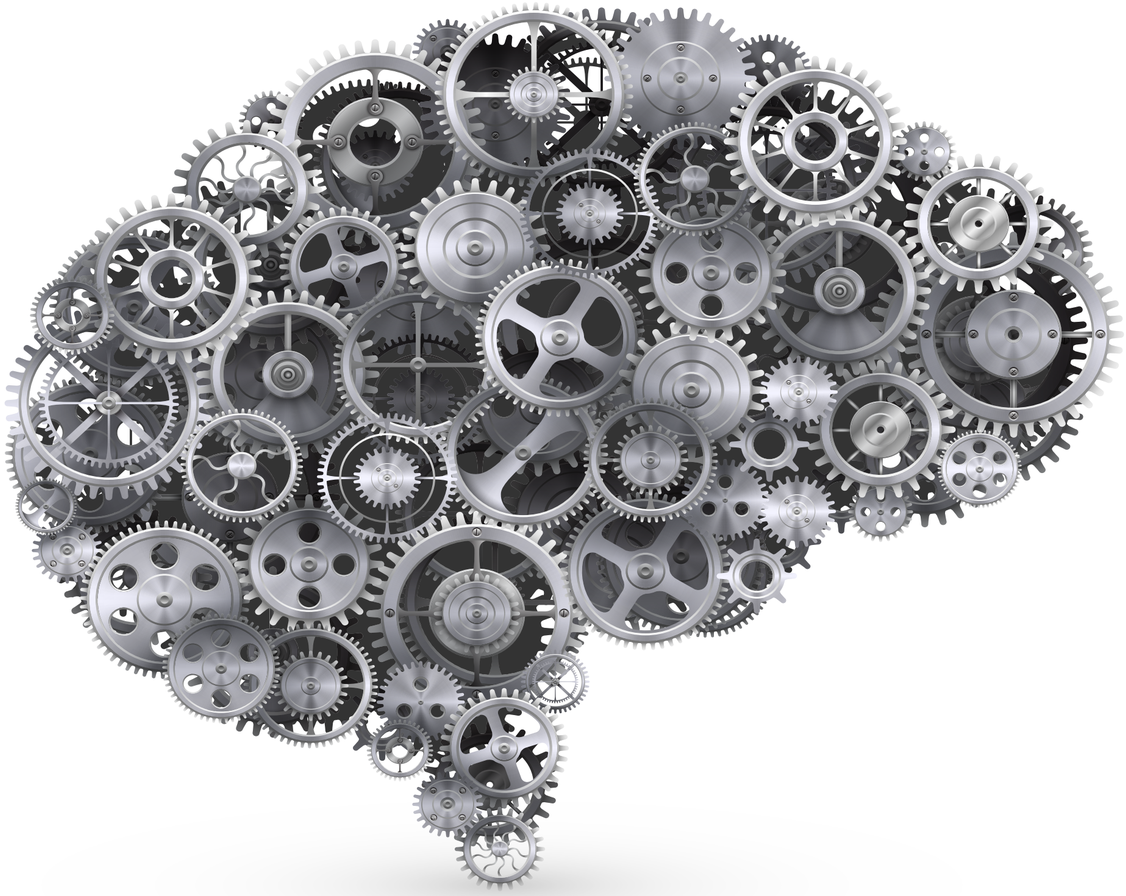
Atlanta
▼ 43%-52%
$60K-$84K
average savings per head

Miami
▼ 43%-52%
$60K-$84K
average savings per head

ABOUT COSTA RICA

TOP 10 FACTS ABOUT COSTA RICA

1. San Jose has been consistently ranked as the #1 Nearshore Outsourcing City in Latin America with the IT & Business Services Sector representing 7.5%+ of the GDP
2. #1 Education System in Latin America with the Highest Literacy Rate (98%)
3. #1 English Proficiency in Latin America with almost 100% of the employees in multinational companies being local
4. San Jose is the Safest City in Latin America and home of 350+ multinationals
5. Happiest Country in the World by National Geographic (2017)
6. #1 Place to Retire by International Living (2018)
7. No Army! It was abolished in 1948
8. 52% of the territory is covered by forest
9. #1 Country in Latin America in Innovation by the Global Innovation Index (2017)
10. Highest mobile Internet penetration in Latin America (117%), over United Kingdom and the Netherlands!



GOING BEYOND LABOR SAVINGS

Your Outsourcing Partner Should Bring You More Than Just Labor Savings

IT organizations of all sizes are looking to reduce their infrastructure challenges and concentrate on serving the business. This is happening through two major strategies—reducing their physical infrastructure through the use of the cloud and reducing their management burden through the use of managed services.

Cost reduction is not always the primary reason for outsourcing an IT function, and it is rarely the only consideration. IT organizations often hope to improve service levels by relying on the expertise of their service provider. According to the *2018/2019 IT Outsourcing Statistics Report*[3] by Computer Economics, **over 75% of the organizations that are currently outsourcing are obtaining a service level from their outsourcing provider that is the same or better than what they could achieve with in-house resources**. This percentage can be as high as 98% for functions such as IT Security and Database Administration. Other functions such as Data Center Operations (95%), Network Operations (94%), Help Desk (83%) and Application Development (83%) also show high levels of satisfaction.

Evolving into a Modern IT Organization

Your ideal outsourcing partner should help you evolve into a true modern IT organization with the following characteristics:

Strategically Focused
Aligned with business at all times

Service oriented
Runs like a service business versus a cost center

Disciplined
Consistent, transparent and accountable

Flexible
Better able to scale and adapt to evolving business needs

Cost Effective
Maximizes value of IT spend

Innovative
Learning organization that leverages power of new technologies

3 Computer Economics 2018/2019 IT Outsourcing Statistics Report, https://www.computereconomics.com/page.cfm?name=Outsourcing

Modern IT Organization = Running IT Like a Business

Achieving this modern IT organization requires transforming the way your IT department operates to be run like a business where IT is manageable, accountable, cost-effective and flexible:

Key Principles

IT Should be MANAGEABLE
Demystifying IT and offer the Business a clear understanding of what's happening "Behind The Scenes"

IT Should be COST EFFECTIVE
Offering a flexible Cost Model that is aligned with business growth and objectives

IT Should be ACCOUNTABLE
Providing pre-defined, measurable results that are validated on a regular basis

IT Should be FLEXIBLE
Able to adapt and scale to meet evolving business needs

Internal Customers ↔ SLAs ↔ IT Department

Value Creation - CORE IT FOCUS
Focused on innovation & supporting the growth agenda

- Advanced Analytics
- Omnichannel/Mobility
- Strategic Planning
- Automation & DevOps

Service Assurance
Centered on Governance and Service Management

- Financial Governance
- Integrated Security
- SLAs / Service Management
- Internal Controls
- Process Management
- PMO

Operational Execution
Focused on day-to-day IT Operations

- Help Desk
- Network Operations
- Application Maintenance
- Data Center Management
- IT Ops
- Business Support

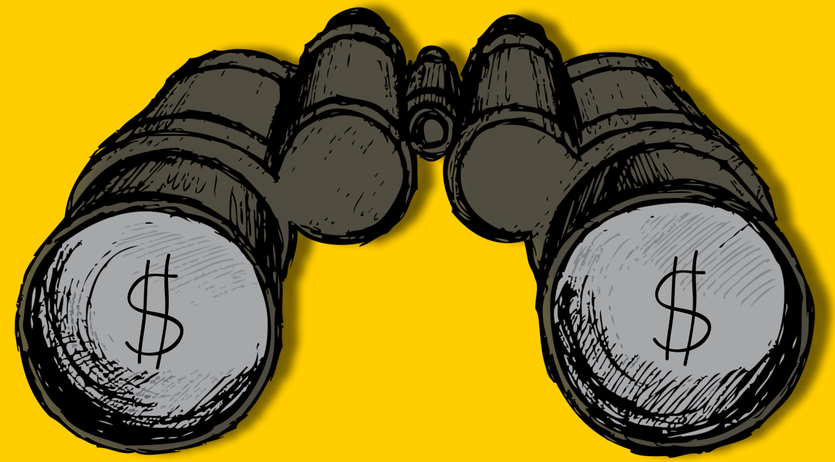
Delivering Operational Excellence While You Focus on Digital Transformation

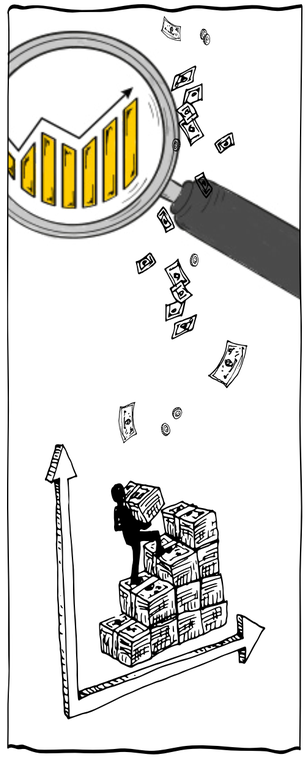
At Auxis, we help you mature your day-to-day operations through best-in-class governance, processes and technologies to achieve operational excellence while you focus on your core.

In summary, Auxis ITO services can help you:

- Significantly mature your IT operation with **improved processes** and controls through **ITIL adoption**
- Migrate to a consumption-based model to obtain **greater operational flexibility** and scalability as your business evolves
- Improve **customer service levels** and **consistency** while increasing operational visibility through better reporting
- Increase coverage schedules with **24x7x365 support**
- Get access to the **latest technologies** and **automation tools** across User Access Management, Change Management, Problem Management, Security Management, Disaster Recovery, Backup, Configuration Management, Monitoring, and more.
- Strengthen your **security** and **compliance practices**
- Get access to our **specialized talent resource pool** in **Costa Rica** and extended partners in **Mexico**, **Colombia** and **Argentina**
- Maximize the value of your IT spend with **nearshore labor savings** and optimized infrastructure costs through **best-in-class financial management** practices on-premise and in the cloud

ASSESSING THE OUTSOURCING OPPORTUNITIES WITHIN YOUR ORGANIZATION





Unlocking The Value of Outsourcing:
How to get started

The next step to help you assess the outsourcing opportunities in your organization is to perform a quick, complimentary Opportunity Assessment to quantify the savings and efficiency opportunities of incorporating nearshore back office capabilities with Auxis.

The key questions that will be answered as part of the assessment include:

1. Which of your processes/activities provide the best opportunities for outsourcing?
2. What is the financial business case of nearshore outsourcing based on your current footprint and needs?
3. Do you have the scale required to outsource with Auxis? We typically require a minimum of users/tickets/devices to get started.
4. What is the optimal organizational model to support the volume and complexity of the work being performed?
5. What challenges exist in your environment to incorporating a nearshore model?
6. What opportunities for improvement may exist beyond labor savings? (e.g. ITIL process maturity, service catalog, governance & controls, automation tools, knowledge management, increased coverage, etc.)
7. What would be the recommended approach, pricing and expected timetable for incorporating a nearshore capability with Auxis?

This process typically takes 2-3 weeks and will mainly depend on how fast you can provide us with the key information required for the analysis such as job descriptions, volumes (e.g. tickets, servers, devices), systems supported, process documentation available, salary information, etc.

Auxis World-Class Delivery Center in San Jose

IAOP 100 THE GLOBAL OUTSOURCING

Named Top 100 Global Outsourcing Provider
2016 | 2017 | 2018

- **24x7x365** Operation
  - » Information Technology
  - » Finance & Accounting
  - » Customer Service
- Located in the **America Free Trade Zone** - Tier 1 Services Park housing organizations such as Microsoft, Amazon, IBM, HP, Bosch, Experian and many more
- **Central Time Zone** with 5-hour direct flights from the US
- **Superior IT talent** used to working with US companies
- Outstanding **English language skills**
- Strong technical skills with **200+ certifications** including **Microsoft, AWS and Google** partnerships
- **Solid Infrastructure** with 100% power and telecom redundancy
- Contractual **Service Level Commitments**
- Process improvement experts with **20+ years of ITIL experience**
- **SSAE-18** certified

Ready to get started?

In order to get started with your Outsourcing Opportunity Assessment, you can reach out to the following members of our team:

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Fabiana Corredor
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954.236.4044

Or you can visit our website to schedule Your Free Outsourcing Consultation: www.auxis.com

About Auxis

With a 22+-year track record, Auxis is a management consulting and outsourcing firm focused on helping senior executives achieve Peak Performance in their back office.

Auxis is able to deliver these results through a combination of customized solutions including Nearshore Outsourcing (IT, F&A, Customer Service), Infrastructure & Cloud Consulting, Application Development, Robotics Process Automation, and BI.

Auxis solutions consistently deliver rapid paybacks, cost savings of 30%+, improved controls, enhanced operational visibility, and greater organizational focus on higher value-creating activities.

Recognized as one of the Top 100 Global Outsourcing Providers, Auxis' unique perspective as both advisor and outsourcing operator allow its clients to obtain real benefits and ROI from every engagement.

To learn more visit: www.auxis.com

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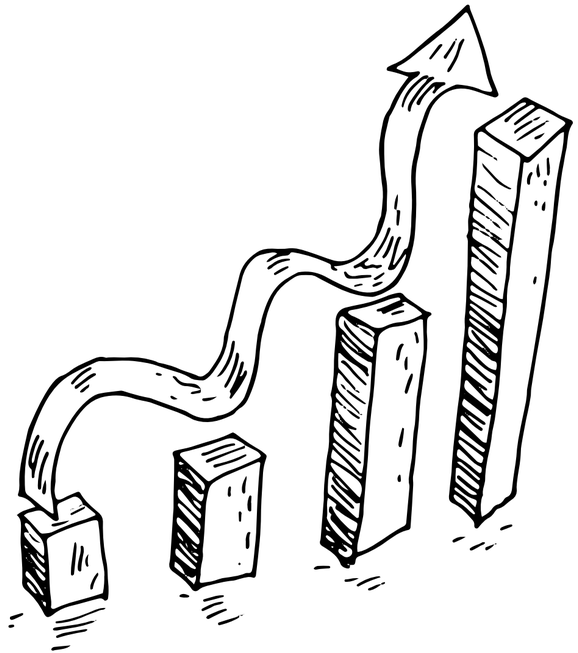
CONSULTING & OUTSOURCING



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